

	 Weekly Report	Week Ending																
		5/29/2021	5/22/2021	5/15/2021	5/8/2021	5/1/2021	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sept	August	July	Overall Total	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	543	584	544	528	524	2,136	2,922	9,841	26,650	23,507	15,654	8,963	4,925	5,409	2,316	104,680	
	# Indexes Complete	387	422	419	396	404	1,651	2,277	7,873	21,001	18,516	12,511	7,847	4,380	4,513	1,598	84,082	
	% Indexes Complete	71.3%	72.3%	77.0%	75.0%	77.1%	77.3%	77.9%	80.0%	78.8%	78.8%	79.9%	87.5%	88.9%	83.4%	69.0%	80.3%	
	# Indexes unreachable (Max Attempts)	153	159	122	128	116	473	624	1,896	5,476	4,749	2,947	982	494	809	651	19,486	
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	28.2%	27.2%	22.4%	24.2%	22.1%	22.1%	21.4%	19.3%	20.5%	20.2%	18.8%	11.0%	10.0%	15.0%	28.1%	18.6%	
	# Indexes Attempted calls (all completions + at least 1 attempt)	543	284	544	528	524	2,136	2,922	9,841	26,548	23,507	15,647	8,963	4,925	5,407	2,312	104,669	
	Average time from Index Received to Index Reached	0.01:54:12	0.01:54:13	0.01:44:49	0.01:24:01	0.00:56:51	0.01:58:51	0.05:37:42	0.04:54:30	0.07:48:21	0.08:10:09	0.17:52:40	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.10:12:41	
	Average Index Handle Time	0.00:16:30	0.00:16:33	0.00:16:31	0.00:16:35	0.00:15:46	0.00:15:02	0.00:15:29	0.00:11:03	0.00:10:05	0.00:09:50	0.00:09:05	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:10:21	
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	69.8%	70.4%	74.6%	73.1%	76.3%	76.0%	76.3%	76.0%	73.2%	71.2%	56.6%	81.0%	83.2%	78.4%	62.6%	73.2%	
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%	99.1%	100.0%	100.0%	99.9%	70.0%	98.9%	99.5%	99.6%	99.9%	97.8%	
Contacts	# contacts generated	811	821	963	830	931	3,646	4,917	18,191	38,310	35,423	29,780	20,718	12,680	9,540	3,326	183,506	
	# contacts generated per Index Complete	2.1	1.9	2.3	2.1	2.3	2.2	2.2	2.3	1.8	1.9	2.4	2.6	2.9	2.1	2.1	2.2	
	# contacts complete	638	647	798	685	790	3,063	4,079	15,120	31,706	28,903	21,838	16,801	11,101	8,007	2,129	148,599	
	% contacts complete	78.7%	78.8%	82.9%	82.5%	84.9%	84.0%	83.0%	83.1%	82.8%	81.6%	73.3%	81.1%	87.5%	83.9%	64.0%	81.0%	
	# contacts unreachable (Max Attempts + missing phone numbers)	173	174	164	145	141	583	838	3,071	6,363	6,057	7,250	3,740	1,383	1,369	1,118	33,135	
	% contacts unreachable (Max Attempts + missing phone numbers)	21.3%	21.2%	17.0%	17.5%	15.1%	16.0%	17.0%	16.9%	16.6%	17.1%	24.3%	18.1%	10.9%	14.4%	33.6%	18.1%	
	# contacts attempted calls (all completions + at least 1 attempt)	811	821	963	830	931	3,646	4,917	18,191	38,310	35,421	29,718	20,718	12,666	9,538	3,326	183,497	
	Average Time from Contact Generated to Contact Reached	0.01:55:24	0.01:44:52	0.03:06:31	0.02:25:17	0.01:23:35	0.01:25:46	0.01:30:31	0.05:40:18	0.05:29:52	0.07:21:39	0.15:19:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.10:05:46	
	Average Contact Handle Time	0.00:10:25	0.00:11:15	0.00:11:25	0.00:11:48	0.00:11:10	0.00:10:49	0.00:10:25	0.00:09:23	0.00:09:41	0.00:09:41	0.00:09:07	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:36	
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	77.8%	78.2%	80.2%	79.9%	84.3%	83.4%	82.4%	81.4%	78.8%	66.4%	52.8%	74.2%	83.1%	78.6%	61.6%	76.2%	
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	99.7%	75.0%	98.1%	99.1%	99.8%	99.8%	98.1%	
	Average Time from receipt of initial case name to full completion of all related contacts	0.07:29:59	0.07:17:36	0.09:08:21	0.07:34:54	0.05:30:33	0.08:05:35	0.10:39:09	1.01:59:46	0.19:13:00	0.22:31:54	1.20:58:11	1.17:05:29	1.08:18:47	0.22:59:50	1.12:01:09	1.09:39:32	